**Fayralen D Gipson  
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**Profile Experience:**

Skilled professional with over 20 years administrative experience providing top-notch support to VPs, directors, managers and peers with Fortune 500 companies. Experienced with adeptly handling all administrative matters including screening calls, managing calendars, planning meetings, composing documents and organizing offices for efficiency. Interacted professionally with all levels of staff and maintain the highest level of confidentiality; known for tact and diplomacy in handling sensitive issues. Demonstrated skills in accounts receivable/payable, payroll, invoicing and reconciliation. Expert user of Microsoft Office; quick learner and master new technology.

**Professional Experience:**

**Department of Treasury/Internal Revenue Service-Contact Representative *October 2018-Present***

\*Communicated with individual taxpayers, their representatives, professional stakeholders, and other government officials.

\*Completed contacts, i.e., conduct telephone interviews with a wide range of individuals who have varying degrees of understanding and provides full explanations to specific inquiries and elicited sensitive, personal and financial information.

\*Responded to a wide range of inquiries involving laws, rules and regulations, each having different conditions, reporting requirements, or other regulatory provisions; Regulations and policies subject to frequent legislative changes, amendments or precedent decisions that affect specific conditions.

\*Made determinations and uses sound judgment concerning controversial matters in reporting the degree to which the individual understood their responsibilities.

\*Developed, analyzed and evaluated information involving the research of records and the nature of each inquiry.

\*Explained what future actions are necessary to achieve voluntary compliance by computing and/or advising on tax liability and probable assessment of taxes.

\*Used sophisticated interviewing techniques; the employee reviews individual circumstances and goals and advises on the most advantageous ways to meet them.

**Bank of America-Client Services Representative *June 2018-September 2018***

\*Created a connection and develop rapport with customers to provide outstanding, personalized service.

\*Listened carefully and connected with customers to understand their top financial priorities and to uncover products and solutions that will benefit them.

\*Ensured customers/clients are quickly connected to the appropriate teammate with the expertise to meet their needs.

\*Meet and exceed sales goals by influencing customers to learn about products, informed and educated customers on how to conduct simple transactions through self-service technologies.

\*Built, developed and maintained partnerships with teammates and specialists to maximize effectiveness and serve customers.

\*Accurately and efficiently process transactions such as customer deposits and cashing checks.

\*Assisted customers with inquiries and/or problem resolution in a professional and composed manner and escalated to a manager as appropriate.

**at&t-Facilities Specialist *May 2000-March 2018***

\*Handled account queues ranging from 60 to 100 accounts daily via ACD system (Avaya) and live chat system (Smart Chat).

\*Created/Reviewed Engineering work orders and determined work activity required to produce construction sheets and/or updated record-based inventories for 13 states.

\*Investigated and corrected component data base discrepancies detected by Quality Assurance Audit Reports (Cross Audits).

\*Performed administrative office duties and maintained records while partnering with IT teams to transition thousands of records to new systems and software updates.

\*Performed manual testing processes to ensure quality of new software/programs in a SME capacity to facilitate the updated technology, processes and procedures to my peers and maintained daily, weekly, monthly SLAs.

\*Delivered dynamic facilitation of classroom adult learning via Net-Meeting based training through the application of a variety of instructional techniques to include role playing, simulations, team and individual exercises, group discussions, videos and lectures in order to drive positive continued learning outcomes.

\*Delivered project manager approaches across functional teams including needs assessment, solution development, delivery, tracking and evaluating training effectiveness as well as continuing team/self-improvement.

**Dallas County Tax Assessor/Department of Motor Vehicle-Title Clerk *December 1999-April 2000***

\*Prepared all tax, title document and payoff checks for new vehicles/trade-ins; posted vehicle sales and purchases.

\*Reported new vehicle sales to the manufacture(s); assemble trade-in vehicle jackets.

\*Reconciled monthly vendor statements and processed payments; input inventory control information.

\*Registered extended service policy contracts; ensured that name and address files are updated on an ongoing basis.

\*Read and interpreted documents encompassing sales agreements, tax and title documents, and procedure manuals.

\*Processed all license plate issuing and transfers for privately owned and dealership fleet automobiles.

\*Handled business via telephone, handled any problems and resolved them on the spot, and managed a wide variety of customer service and administrative tasks.

**Dynamex-Medical Supply Analyst *May 1999-December 1999***

\*Researched and rectified the root cause of shipping delays, accelerating order-processing time by 45% and increasing customer satisfaction scores from 80% to an all-time high of 95%.

\*Planned and organized operational activities and executed supply chain strategies to ensure financial performance was maintained, profit margins and revenue goals were achieved.

\*Allocated inventory efficiently and analyzed merchandise performance as needed throughout multiple warehouses in the United States and Germany utilizing advanced excel formulas and programming to present complex data into clear and concise information.

\*Led multiple projects to ensure departments' receipt plan goals were met and vendor funding were achieved monthly.

\*Placed orders for medical parts via e-mail, voice mail and direct phone contact for medical technicians (hospitals/clinics <public and private>/doctor’s offices).

\*Analyzed inventory and waste which resulted in cost cutting on future orders while directly affecting our P&L statement.

\*Sustained operational efficiency and effectiveness through detailed forecasting and purchasing routines, while continuously meeting and exceeding all set customer satisfaction ratings.

**Labor Ready-Branch Manager *July 1997-May 1999***

\*Handled daily heavy flow of administrative duties working directly with corporate accounting departments on invoicing, processing travel expenses, reimbursements, and daily payroll for all temporary laborers daily. Promoted to Branch Manager after 8 months as a customer service representative.

\*Planned and directed branch activities to successfully meet goals and objectives.

\*Implemented and ensured the integrity of operational standards Oversee risk management and maintained state and federal regulatory compliance with OSHA to reinforce worker safety.

\*Performed job site appraisals and safety reviews and personally responded to and effectively managed customer complaints to ensure continued business.

\*Ensured “best match worker assignments through effective training and mentoring.

\*Spent a majority of time performing outside sales calls (75% of time).

\*Utilized a consultative sales approach to actively develop and increase sales opportunities.

**Education:**

***Wiley College: Bachelor of Science Major: Biology Minor: Chemistry \*Magna Cum Laude***

***at&t University Online Courses:***

\*Project Management for Executive Assistants \*Communication Skills for Executive Assistants

\*Keyboarding and Document Formatting \*Electronic Presentation for Business Professionals

\*MS Office for Business Professionals \*Professional Office Procedures

\*Advanced Microsoft Excel Training Course \*Business Writing seminar

**Leadership:**

## *Communications Workers of America-CWA Local 6215 Union Steward 2015-2018*

\*Coordinated and scheduled meetings with employees and management

\*Filed grievances

\*Monitored and enforced collective bargaining agreements (CBAs)

\*Conducted employee interviews and investigations

\*Conducted mediations and arbitrations

\*Conducted meetings with management, union members and none union members